

Westhaven Ltd

Our Vision – **Live how you choose**
 Our Core Values – **C.H.O.I.C.E**

Position Title	Customer Service Officer	Reports to	General Manager, Corporate Services	
Number of Direct Reports	N/A	Position Location	Dubbo	October 2025

Purpose of the position

The Customer Service Officer is responsible for managing administrative tasks and providing high level coordination and support to drive Westhaven's operational cadence.

Key Responsibilities	
<i>Customer Service to meet complex operational requirements</i>	• Coordinate administrative duties to support Westhaven service delivery teams, including enhance processes and maximise efficiencies across multi disciplinary teams • Respond promptly to customer inquiries via phone, email, or live chat in a professional and courteous manner • Provide accurate and up-to-date information about our services • Assist customers in resolving any issues or concerns • Handle customer complaints and escalate complex cases to the appropriate department if necessary • Support Corporate Governance in internal auditing of documentation reporting to Audit & Risk management
<i>Data Management and Documentation</i>	• Maintain employee information in information register • Document all customer interactions, including inquiries, complaints, and resolutions

	• Generate reports on customer service metrics in providing insights and trends • Support in the administration of the Learning Management System as required • Update Corporate Governance documentation as required
<i>Order Processing and Management</i>	• Provide critical operational support by managing inventory levels and overseeing the accurate and efficient order-to-delivery cycle for necessary equipment and supplies.
<i>Team Collaboration</i>	• Provide feedback to the management regarding customer trends, concerns, and opportunities for improvement • Contribute to a positive and supportive team environment by actively participating in team meetings and sharing knowledge and best practices.
<i>Building Management</i>	• Effectively manage the coordination of desk allocations and meeting spaces • Manage the coordination of service related activities to Westhaven buildings and facilities including maintenance requirements and security

Skills, Experience and Compliance

Skills

- Well-developed verbal and written communication skills to engage effectively with a broad audience
- Excellent time management skills and ability to multitask and prioritise work

Experience

- Demonstrated computer literacy (experience in Google is desirable)
- Experience completing reconciliations
- Demonstrated experience in Corporate Governance documentation is desirable

Compliance

- Current valid NSW Driver's licence
- Obtain and maintain a current paid Working with Children Check (WWCC)
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)

Key Challenges

- Managing competing demands and priorities within a complex service environment
- Identifying and applying innovative approaches to increase productivity and maximise efficiencies using system driven processes

NDIS Workforce Capability Framework

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

NDIS Workforce Capability Framework		Supervision and Frontline Management
Capability Group	Capability Name and Description	
 Manage, supervise and coach others	Model and reinforce values in organisational culture and practice • Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience. Promote quality through consistent good practice • Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services. Support health and manage risk • Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.	

Foster and develop a capable workforce

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.